

Your Water CONNECTION

programmed this expense as part of its capital budget. Tucson Water is working to gain reimbursement for this expenditure from those parties responsible for the presence of 1,4-dioxane in our drinking water.

Turn the page to learn about the ways that customers can learn about water quality, the new treatment facility, 1,4-dioxane and more.

— Andy Quigley, INTERIM DIRECTOR, TUCSON WATER

Learn About 1,4-dioxane

Water from the TARP plant is put into the water distribution system and delivered to west-central and northwest portions of Tucson Water's service areas.

Go to www.tucsonaz.gov/water/1_4-dioxane to:

- view a map of the TARP water delivery zone
- read FAQs
- see a 2010 Water Quality Annual Report

For more information, materials in accessible formats, foreign language interpreters, and/or materials in a language other than English, please contact Tucson Water at (520) 791-4331 or (520) 791-2639 for TDD.



Tucson Water is committed to providing safe, high-quality water and to providing customers with information on important water issues.

Since 1994 Tucson Water has operated the Tucson Airport Area Remediation Project (TARP), a treatment facility that removes trichloroethylene (TCE) from water pumped from an isolated well field on Tucson's southwest side.

Another contaminant, 1,4-dioxane, has also been found in ground water at the TARP well field. 1,4-dioxane was used as a stabilizer in industrial solvents in aircraft manufacturing facilities from the 1940s to the 1970s. Tucson Water currently blends water treated at the TARP Plant with water from other sources to reduce 1,4-dioxane levels.

The EPA completed a new risk analysis for 1,4-dioxane showing that it is more likely to cause cancer than previously thought. This past January, the EPA issued a new health advisory of 0.35 parts per billion for 1,4-dioxane – one that is lower than the previous advisory of 3 parts per billion.

The blending method currently used to reduce 1,4-dioxane is no longer sustainable. Tucson Water believes it is in the best interests of its customers to build a treatment facility that will remove 1,4-dioxane. This new facility will be built at the existing TARP plant and use advanced oxidation technology to remove 1,4-dioxane. The new facility is expected to be operating by the spring of 2013.

The preliminary cost for this new facility is about \$10 million and approximately \$225,000 per year for operation and maintenance. Tucson Water

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PIMA COUNTY

How to Contact Us

Trying to contact a large utility or government entity to report information or ask questions can be confusing. For some customers, trying to find the right person to speak with can be frustrating.

To make contacting the Pima County Regional Wastewater Reclamation Department (RWRD) easier, the list below will help customers get in touch with the right person or leave a message. Some of the phone numbers link the caller to an automated message service. If you leave a message, please provide all the information requested to assure the best and most prompt response.

The RWRD web site can provide important information and offers on-line forms to make it easier to do business with the department. (Note: Although some web site addresses include “dot.pima.gov”, they will connect to Pima County RWRD.)

Home page	www.pima.gov/wwm/index.htm
General information	(520) 740-6500
Sewer emergencies and problems (24 hours)	(520) 443-6500
Sanitary sewer overflows	(520) 443-6500
Sewer vandalism	911
Sewer roaches	(520) 443-6501
Sewer odors	(520) 443-6500
	http://dot.pima.gov/wwm/apps/odorreporting
Billing inquiries	(520) 740-6609
	Email: wastewatercs@wwm.pima.gov
Low-income bill assistance	(520) 243-6794
	www.pima.gov/wwm/fees/low_income.htm
Sewer connection information and clean-out locations	
	http://dot.pima.gov/wwm/connfee/mainsearch.cfm (520) 740-6602
Feedback and questions	
	http://dot.pima.gov/wwm/apps/Feedback
Customer Satisfaction Survey	
	http://dot.pima.gov/wwm/apps/customersurvey

CITY OF TUCSON

Environmental Services (ES) Can Help You Clean-up Monsoon Debris

The City of Tucson has been receiving calls from residents seeking help cleaning up debris from recent storms. Residents who are part of a neighborhood association registered with the City of Tucson may take advantage of the Neighborhood Clean-up Program. A member of a registered neighborhood association can request up to eight roll-offs at no charge during a 12-month period. Residents can haul the debris to the roll-off and ES will haul away the roll-off.

It's simple – just have a neighborhood association representative call Housing and Community Development at (520) 837-5013. Be prepared to specify a delivery date for the roll-off, the number of roll-offs needed, and a delivery location.



Don't belong to a neighborhood association but are eligible for City of Tucson ES Brush and Bulky collection? Simply call ES Customer Service at (520) 791-3171 to schedule a special Brush and Bulky collection service to remove debris and green waste. For a fee of \$55, a brush and bulky crew will remove up to 10 cubic yards of debris. Share the collection fee with neighbors and max out the 10 cubic yards limit.

***Correction:** The June column noted the closure of the Oro Valley Household Hazardous Waste (HHW) collection site and stated that it was closed due to budget cuts by Pima County. Pima County, along with the City of Tucson, advised the incorporated jurisdictions of Marana, Sahuarita, and Oro Valley of the need to proportionately share in these expenses. When these jurisdictions decided not to financially participate, the County and the City decided that adjustments had to be made to reduce costs or to increase revenues to compensate for the decision of these jurisdictions.*

Your utilities services statement includes fees for your water, wastewater, and environmental services.

The Pima County Regional Wastewater Reclamation Department (RWRD) – For more information about the regional wastewater system, call (520) 740-6500 or visit pima.gov/wwm.

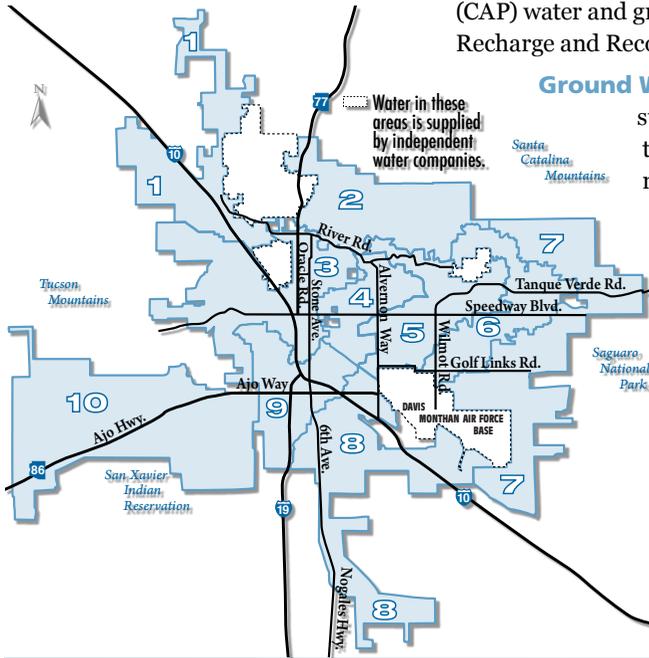
Environmental Services (ES) – Learn about how ES is protecting our groundwater and the environment at tucsonaz.gov/esd and (520) 791-3171.

Water Quality Report

June 2011



More than 20,000 individual water quality tests are performed annually on the drinking water derived from two sources: 1) ground water and 2) the blend of recharged Central Arizona Project (CAP) water and ground water from the Clearwater Recharge and Recovery Facility (CRRF).



Ground Water Source Report – Less than 50% of our total water supply comes from pumping native ground water wells in the Tucson metropolitan area. These test results reflect the main distribution system, divided into 10 zones:

test results

*mg/L means milligrams per liter
1 mg/L = 1 teaspoon in 1,302 gallons.

Zones	Sodium (mg/L*) 86 SP	Mineral Content (mg/L*) 247 SP	Hardness (mg/L*) 86 SP	pH Level (S.U.) 247 SP	Temperature (deg F) 247 SP
1	51	396	132	7.8	84
2	67	492	241	8.0	86
3	64	486	231	8.0	86
4	60	417	213	7.9	87
5	58	432	209	7.9	86
6	60	438	217	8.0	85
7	50	349	186	7.9	86
8	51	419	228	7.7	86
9	60	420	196	7.9	86
10	54	329	158	7.8	86
Avg	58	426	208	7.9	86

The U.S. Environmental Protection Agency (USEPA) has primary standards for levels of coliform bacteria and the disinfectant chlorine.

coliform

EPA standards for positive samples

Positive results
247 samples



chlorine

EPA Standard
Max. 4.0 mg/L

Actual Average
247 samples 0.9 mg/L

Tucson Water target average
0.8 to 1.2 mg/L

Clearwater Report – More than 50% of our total water supply is a blend of recharged CAP water and native ground water from the CRRF. Using this recovered blended water means that we reduce ground water pumping:

Sodium	64 mg/L	(June 9, 2011)
Mineral Content	481.0 mg/L	(June 14–July 7, 2011 avg.)
Hardness	223 mg/L	(June 9, 2011)
pH	7.94 S.U.	(June 14–July 7, 2011 avg.)
Coliform Bacteria	Negative	(June 3, 2011)
Chlorine Level	1.04 mg/L	(June 14–July 7, 2011 avg.)
Temperature	84.4 F	(June 14–July 7, 2011 avg.)

To obtain water quality information, go to tucsonaz.gov/water and click on the Water Quality Tab for maps, FAQs, definitions, reports, online monitoring station results, and more. Or call (520) 791-4331 to schedule speakers, ask for an Annual Water Quality Report, or to request brochures.

Informing, Explaining, and Educating About Water Issues

Making often-complex water issues easy to understand is the job of the staff at the Public Information and Water Conservation office. According to Tucson Water public information officer Fernando Molina, educating the public about a water quality issue such as 1,4-dioxane and the new treatment facility means:

- ◆ understanding the contaminant's local, historical context
- ◆ explaining the evolving science
- ◆ providing information on the new oxidation removal technology
- ◆ talking about public and regulatory policy
- ◆ clarifying how the project will be paid for

Making the complex simple is a major challenge, made easier by working with experienced staff, having the input of concerned citizens, and deploying a range of communications tools.

Molina has a deep understanding of local water issues, starting at the utility in 1991 as the Water Conservation Program Manager. He holds a bachelor of arts in geography, with a minor in environmental sciences, from the University of Arizona. Prior to joining Tucson Water, he was a water resources specialist with the Arizona Department of Water Resources.



He is backed by a staff of 10 people, who develop information and educational materials, work with the media, provide communications tools for other departments, and develop, manage and promote water efficiency programs.

Citizens groups also offer valuable insight about content and how to deliver information. For example, Tucson Water reports to the Unified Citizens Advisory Board (UCAB) – the citizens' group charged with monitoring TCE remediation and 1,4-dioxane – and works with them to develop educational materials.

According to Molina, the utility has expanded the ways it communicates. “Yes, Tucson Water provides brochures, newsletters, group presentations, public service announcements, and more to customers. And

we use newer tools – our website, streaming videos, and downloads. We're also exploring using social media.” His bilingual abilities allow Molina to address Spanish-speaking customers as needed, an important skill in providing information about ground water contamination issues.

“Whether it's understanding 1,4-dioxane or learning about

rainwater harvesting, the Public Information and Water Conservation Office is a great first stop for customers,” said Molina.

To find out more about just about any water-related topic, contact public information at (520) 791-4331, email tw_web1@tucsonaz.gov or click on the website tucsonaz.gov/water.

